

Provider Customer Service Program (PCSP) of the Year, 2009

Extraordinary Performance... Extraordinary Results

The Centers for Medicare & Medicaid Services (CMS) is establishing this award to acknowledge excellence in the operation of the Provider Customer Service Programs (PCSP) at the Medicare contractors. For this inaugural award to be presented in late 2009, CMS wishes to recognize noteworthy accomplishments in implementing and/or maintaining an integrated PCSP. An integrated PCSP is one in which all aspects of the PCSP—Provider Contact Center, Provider Outreach and Education and Provider Self-Service Technology—are strategically coordinated so that Medicare provider satisfaction is continuously improved through the timely delivery of accurate and consistent information. Integrated PCSPs may achieve these results by employing a variety of opportunities utilizing existing resources and/or producing cost savings. The contractor designated as the **PCSP of the Year** develops and implements practices worthy of being emulated by other contractors and is willing to share ideas with other Medicare contractors with the overall goal of improving all contractor PCSPs. The **PCSP of the Year** award will not simply recognize a contractor that is meeting and/or exceeding CMS's performance standards, as excellent performance is but one indicator of an integrated PCSP. Rather, the contractor winning the **PCSP of the Year** has integrated, or is in the process of integrating, the pieces so that the whole of the PCSP is greater than the sum of its parts.

Winning the PCSP of the Year

The PCSP of the Year is an award given to the Medicare contractor's entire PCSP operations. The **PCSP of the Year** will receive the following recognition and accolades:

1. Award letter to the winning contractor from the Director, Provider Communications Group/Center for Medicare Management (CMM)/CMS with a copy to the Director, Medicare Contractor Management Group/CMM/CMS
2. Presentation of the **PCSP of the Year** at the Fall 2009 Contractor Executive Meeting
3. **PCSP of the Year** Award and Certificate
4. Feature article in the *Synergy* newsletter with photograph of the award presentation and/or contractor's PCSP leadership team
5. Recognition on the CMS Contractor Provider Customer Service Program Exemplary Practices web page
6. Announcement via messages from the Provider Customer Service Program User Group (PCUG) and Learn Resources listservs

Contractor Award Criteria

Contractors shall nominate themselves for **PCSP of the Year**. The CMS will evaluate each nomination based on the following criteria:

1. **Proven Results** - Demonstrating outstanding quantifiable results that exceed the PCSP standards or that show improvement in meeting PCSP standards by implementing cost-effective and efficient customer-focused approaches.
2. **Revolutionary Approaches** - Demonstrating proactive, creative and/or innovative approaches to PCSP challenges while utilizing existing resources and/or producing cost savings to the Medicare program.
3. **Strategic Collaboration** – Achieving a comprehensive, coordinated and integrated PCSP by working jointly with components within the contractor's organization, CMS, the provider community and other key players in a purposeful manner, including sharing ideas with other Medicare contractors to improve all contractor PCSPs.

Nomination Process

1. Nominations should address each of the award criterion listed above in a narrative format, explaining how the contractor's PCSP meets the criterion. All applicable supporting documentation should be included in the submission.
2. Nominations should not exceed 10 pages total, excluding supporting documentation.
3. Contractors should nominate themselves by September 18, 2009.
4. Accomplishments cited in the nomination should be noteworthy, achieved anytime in the previous twelve months' period ending in August 2009, and show a trend covering several months. However, the activities leading to the accomplishments may have been implemented prior to 2009. Newly awarded MACs may cite accomplishments occurring in their legacy contracts so long as the service areas for the MAC and legacy contractors are similar and/or if the practices leading to the accomplishments are continuing under the MAC contract.

Number of Awards

The CMS will select only one contractor per year. The CMS will announce the first award in the last quarter of calendar year 2009.

Nomination Submission Process

The submission can either be e-mailed or mailed.

- E-mail
 - E-mail nominations and supporting documentation to the Provider Services Mailbox at Providerservices@cms.hhs.gov with the subject line: PCSP of the Year Nomination.
- Mail
 - Send hardcopy submissions to:

PCSP of the Year Nomination
CMS/CMM/DCPC
7500 Security Boulevard, Mailstop C4-13-07
Baltimore, MD 21244

Questions about the Nomination Process

Send questions and comments about the PCSP of the Year nomination process to the Provider Services Mailbox at Providerservices@cms.hhs.gov with the subject line: PCSP of the Year Nomination Process.